

# Caller hears ringback on queue calls in VCC.

Last Modified on 06/24/2019 8:29 am EDT

When a caller calls into a queue, they hear ringback (the audio is a phone ringing) when their call goes to an agent. This interrupts any queue Music On Hold, announcements, etc. in the queue audio and replaces it with ringing. In a queue with good agent availability (but low answer rates), this means the caller just hears ringing.

The answer is to ensure "Enable Enhanced Ringtone" is checked on the Home>>Profile page of the customer's VCC setup. This checkbox changes the behavior of queues. When enabled, the caller will just hear the queue audio stream (Music On Hold, pre-programmed announcements, etc.) until the call is answered. On answer, the caller will hear a tone to announce the call is connected.

To enable this,

1. Log in to the 8x8 web portal with an account that has VCC admin privileges for the tenant you need to change.
2. Click on Virtual Contact Center Config Mgr.
3. Click on Home and then Profile.
4. Find the "Enable Enhanced Ringtone" checkbox on this page (see outline in red below).

Summary **Profile** Audio Files Schedules Dial Plans Agent's Idle Timer

Tenant Name : samplevcc Support Level : Platinum Concurrent Access Limit : 5  
Default Caller ID : 15551234567 Version - Package : 9.8.0 Named Users Limit : 5  
Language : English (default) Revision : 4700 Configured Users : 8  
Salesforce Users Limit : 25

**Secure File Transfer Protocol (FTPES) - set password**  
Password (min. 8 chars.)   
Retype Password

**Miscellaneous tenant settings**  
Default Time Zone  
(GMT-7) Mountain Time

Other Time Zone ( Edit )  
No items to show

Tenant Label   
Default Agent Display Name  [Reset all agents](#)

- Allow Agents to Change Display Name
- Allow Agents to Change Screenpop
- Allow Agents to Reject Interactions [Reset all](#)
- Enable SSL for Agent GUI
- Enable Enhanced Ringtone**
- Enable Agent's My Recording Functionality
- Enable transferring to queues with no working agents
  - Allow agents to configure warning message popup
- Enable agents to return to available status after pulling email
- Enable sending FAQ as HTML
- Enable Queue/Skill groups

† separate email addresses with comma (,)  
†† separate email addresses with carriage return (Enter)

**Service notifications - email addresses**  
\* Administrator's email(s)†   
\* Maintenance email distribution list(s)†

**Tenant email - SPAM filtering parameters**  
Spam threshold level   
Spam Black List ††   
Spam White List ††

**Tenant - Logo**  
 No file chosen  
The file must be an image(.jpg, .png, .gif or .bmp) with a size of less than 1mb. It cannot exceed 325(w) x 65(h) pixels.  
8x8

5. Click Save (also outlined in red above) to save the setting.

6. All callers to all queues on this VCC instance will now just play hold music and announcements to callers until an agent answers.